

Goal: SUSTAINABLE COMMUNITY DEVELOPMENT

Desired Community Condition(s)

Program Strategy: ONE STOP

49508

To ensure that development occurs expeditiously and in conformance to adopted plans, policies and regulations and that safe buildings are constructed.

Department: **PLANNING**

Service Activities

Building & Safety

Land Development Coordination

Building and Development Services

Construction Management

Strategy Purpose and Description

Provide efficient centralized development and building customer service through a government team that coordinates and expedites projects in a customer friendly manner. The primary customers are the neighborhoods, development and building communities. The purpose is to provide review and professional analysis of city-wide development activity to insure that development meets the broader public objectives as well as adopted planning and development policies and land use regulations; and review and inspect all building construction activity city-wide to guarantee conformance to adopted codes and standard construction practices. The One Stop Shop achieves several desired community conditions of the Governmental Excellence and Effectiveness Goal. They are: a) Customers conveniently access city services and officials and b) Customers can participate in their government by accessing information about services, policies, community conditions, regulations, etc.

Changes and Key Initiatives

Develop the electronic capabilities for the public to apply for a permit, schedule an inspection and check status via the internet.

Input Measure (\$000's)

2001	110	110 GENERAL FUND	8,509
2002	110	110 GENERAL FUND	8,505
2003	110	110 GENERAL FUND	5,726
2004	110	110 GENERAL FUND	5,669
2005	110	110 GENERAL FUND	5,991
2006	110	110 GENERAL FUND	6,372

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
Ensure that all buildings in Albuquerque are safe for occupants	% of buildings city wide that are inspected by the City for compliance to construction codes.	2001			98%	
		2002	98%		98%	
		2003	98%		98%	

2004	98%		98%
2005	98%	98%	98%
2006	98%		

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
Improve and make development, building and enforcement services more efficient, customer friendly and accessible via the internet.	<i>Purchase and begin implementing the "KIVA Citizen" computer system.</i>	2004	see notes		see notes	<i>Phase I Implementation of KIVA began.</i>
		2005	see notes	see notes	see notes	<i>KIVA (Phase 1) process development and data conversion underway.</i>
		2006	see notes			<i>KIVA (Phase 1) go-live.</i>

Goal: SUSTAINABLE COMMUNITY DEVELOPMENT
Parent Program Strategy: ONE STOP
Department: PLANNING

Service Activity: Building & Safety

4982000

Service Activity Purpose and Description

The purpose is to provide a thorough and expedient plan review process that assures all building plans meet adopted Building Codes and inspect all building construction activity city-wide.
The City is in the midst of a long (eight years plus) construction boom. Building and Safety will continue to provide four hour inspection turn around times.

Changes and Key Initiatives

Begin use of electronic case tracking system for plan review and building inspection processes.

Implement new Building Codes adopted by State (IBC, IRC, IEBC, Version 2003).

Input Measure (\$000's)

2002	110	110 GENERAL FUND	3,499
2003	110	110 GENERAL FUND	3,688
2004	110	110 GENERAL FUND	4,032
2005	110	110 GENERAL FUND	4,139
2006	110	110 GENERAL FUND	4,276

Strategic Accomplishments

FY05: Transition from the 1997 UBC Code to the 2003 International Building Code and the Technical Codes/Uniform Administrative Code.

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
# of building permits and inspections	2001			48,171	
	2002	51,540		52,315	
# of building permits and inspections					
# of building permits and inspections	2003	52,570		68,023	
	2004	63,198	35,466	64,178	
	2005	72,350	37,244	73,255	
	2006	74,487			

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
# of electrical permits and inspections	2001			39,508	
	2002	40,281		41,139	
# of electrical permits and inspections					
# of electrical permits and inspections	2003	41,089		46,532	
	2004	47,928	24,908	48,619	
	2005	50,812	29,865	58,097	
	2006	51,828			

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
# of plan reviews	2001			6,320	

# of plan reviews	2002	6,000		6526
# of plan reviews	2003	6,123		7530
	2004	7,285	3,876	8,280
	2005	7,907	3,270	9,108
	2006	8,065		

Output Measures	Year	Projected	Mid-Year	Actual	Notes
# of plumbing inspections permits and inspections	2001			65,800	
# of plumbing inspections permits and inspections	2002	69,600		70,625	
# of plumbing inspections permits and inspections	2003	70,992		77,465	
	2004	78,724	43,489	89,135	
	2005	88,717	55,333	104,700	
	2006	90,491			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Turnaround time on building inspection requests	2001			4 hrs.	
Turnaround time on building inspection requests	2002	4 hrs.		4 hrs.	
Turnaround time on building inspection requests	2003	4 hrs.		4 hrs.	
	2004	4 hrs.		4 hrs.	
	2005	4 hrs.	4 hrs.	4 hrs.	
	2006	4 hrs.			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Turnaround time on residential plan reviews	2001			5-8 days	
Turnaround time on residential plan reviews	2002	5-8 days		11 days	
Turnaround time on residential plan reviews	2003	11 days		11 days	
	2004	11 days		12 days	
	2005	11 days	12 days	14 days	
	2006	12 days			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Turnaround time on commercial plan reviews	2001			3 weeks	
Turnaround time on commercial plan reviews	2002	3 weeks		3 weeks	
	2003	3 weeks		3 weeks	
	2004	3 weeks		3 weeks	
	2005	3 weeks	4 weeks	4 1/2 weeks	
	2006	4 weeks			

Goal: SUSTAINABLE COMMUNITY DEVELOPMENT

Parent Program Strategy: ONE STOP

Department: PLANNING

Service Activity: Land Development Coordination

4983000

Service Activity Purpose and Description

The Land Development Coordination Section staff provides clear, consistent and timely responses to proposals to develop property in the City. The front counter receives all development and appeal applications including the DRB, EPC, LUCC and Board of Appeals. Family Housing Development Program information is also available. Staff distributes FEMA floodplain information and directs questions appropriately.

Staff is responsible for the administration of the "One Stop" internal routing system for minor subdivision platting and site plan amendments.

The customers include property owners, developers, surveyors, planners, engineers, architects, neighborhood associations, and private individuals.

Changes and Key Initiatives

Conversion to a new case tracking system will occur.

Input Measure (\$000's)

2002	110	110 GENERAL FUND	345
2003	110	110 GENERAL FUND	324
2004	110	110 GENERAL FUND	207
2005	110	110 GENERAL FUND	257
2006	110	110 GENERAL FUND	315

Strategic Accomplishments

FY05: All DRB public hearing cases scheduled within 30 days of application.

FY05: Updated the Summary of Land Development Procedures Manual.

FY05: All new residential subdivisions have approved perimeter wall designs.

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
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DRB applications	2001			1661	
	2002	1,545		1,631	
DRB applications	2003	1,700		1748	
DRB applications	2004	1,550	984	1796	
	2005	1,710	819	1,639	
	2006	1,650			

<i>Quality Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
% of DRB initial public hearing cases conducted within 30 days of date of application acceptance	2001			100%	
% of DRB initial public hearing cases conducted within 30 days of date of application acceptance	2002	100%		100%	
	2003	100%		100%	
	2004	100%		100%	
	2005	100%	100%	100%	
	2006	100%			

Goal: SUSTAINABLE COMMUNITY DEVELOPMENT**Parent Program Strategy: ONE STOP****Department: PLANNING****Service Activity: Building and Development Services****4985000*****Service Activity Purpose and Description***

Review all development projects submitted by the private/public sector for compliance with transportation, hydrology, design review, and utility development policies. Design Review Section assigns project numbers, distributes, reviews and approves all development related and CIP infrastructure construction plans, estimates, specifications and other project related documents.

Changes and Key Initiatives

Provide better customer service to the public by having all staff become familiar with KIVA case tracking system.

Revising the DPM to incorporate a section on impact fees.

Input Measure (\$000's)

2002	110	110 GENERAL FUND	1,219
2003	110	110 GENERAL FUND	1,060
2004	110	110 GENERAL FUND	1,042
2005	110	110 GENERAL FUND	1,143
2006	110	110 GENERAL FUND	1,323

Strategic Accomplishments

FY05: Created new Chapter 18 to DPM for Impact Fees.

FY05: Created new impact fee process to be included in the building permit process to collect impact fees.

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
# Construction plans (required for work orders) reviews result from DRB, EPC and building permits.	2001			423	
	2002	610		469	
# Construction plans (required for work orders) reviews result from DRB, EPC and building permits.	2003	500		474	
	2004	500	258	502	
# Construction plans (required for work orders) reviews result from DRB, EPC and building permits.	2005	500	260	486	
	2006	500			

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
# of Drainage Reports	2001			1,100	
	2002	1,378		1353	
# of Drainage Reports	2003	1,400		1277	
	2004	1,300	598	1,290	

2005	1,300	739	1,476
2006	1,400		

Output Measures	Year	Projected	Mid-Year	Actual	Notes
# of Traffic Impact Studies	2001			35	
	2002	35		36	
# of Traffic Impact Studies					
# of Traffic Impact Studies	2003	35		27	
	2004	40	13	22	
	2005	35	16	35	
	2006	35			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Water and sewer availabilities are required for approving the following applications: DRB, EPC & building permits.	2001			239	
	2002	210		209	
Water and sewer availabilities are required for approving the following applications: DRB, EPC & building permits.					
Water and sewer availabilities are required for approving the following applications: DRB, EPC & building permits.	2003	210		234	
	2004	220	93	233	
	2005	230	112	245	
	2006	230			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Drainage report turn-around time (calender days) in order to measure our effectiveness in meeting the scheduled deadlines for the following processes: DRB, DRC, EPC, and building permits.	2001			see notes	21 calendar days
	2002	see notes		8	8 calendar days
Drainage report turn-around time (calender days) in order to measure our effectiveness in meeting the scheduled deadlines for the following processes: DRB, DRC, EPC, and building permits.	2003	see notes		10	6 calendar days
	2004	see notes		14	12 calendar days
	2005	12 calendar days	15	11 days	

2006
12
calendar
days

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Turn-around time (calendar days) for processing construction plan in order to measure our effectiveness in meeting the deadlines established in the subdivision improvement agreement's (SIA's).	2001			see notes	15 calendar days
	2002	see notes		15	10 calendar days
	2003	see notes		15	15 calendar days
	2004	see notes		12	12 calendar days
	2005	15 calendar days	15	15	
	2006	15 calendar days			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Turn-around time (working days) for processing water and sewer availabilities in order to measure our effectiveness in meeting scheduled deadlines for the following processes: DRB, DRC, EPC, and building permits.	2001			see notes	10 working days
	2002	see notes		7	9 working days
	2003	8 working days		10 working days	
	2004	see notes		29 days	Includes additional time (19 days) to process separate water tapping permits. Coordination with the Water Authority.
	2005	10 working days	18	20 days	Includes additional time to process water and sanitary sewer tapping permits.
	2006	15 working days			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
TIS turn-around time (working days) in order to measure our effectiveness in meeting the scheduled deadlines for the following processes: DRB, DRC, EPC, and building permits.	2001			9	
TIS turn-around time (working days) in order to measure our effectiveness in meeting the scheduled deadlines for the following processes: DRB, DRC, EPC, and building permits.	2002	9 days		7 days	
TIS turn-around time (working days) in order to measure our effectiveness in meeting the scheduled deadlines for the following processes: DRB, DRC, EPC, and building permits.	2003	see notes		7 days	7 working days
	2004	see notes		7 days	7 working days
	2005	7 working days	7 days	7 working days	
	2006	7 working days			

Goal: SUSTAINABLE COMMUNITY DEVELOPMENT

Parent Program Strategy: ONE STOP

Department: PLANNING

Service Activity: Construction Management

4986000

Service Activity Purpose and Description

The newly organized construction management service activity will provide oversight inspections for all private development projects beginning in FY/03. This reorganization will facilitate the processing of Work Orders from the design stage to the City's acceptance of the project and minimize our personnel requirements.

Changes and Key Initiatives

Revise Chapter 5 of the DPM by updating/creating standard for private development inspections by City inspectors.

Updated City of Albuquerque Standard Specifications for Public Works construction.

Input Measure (\$000's)

2002	110	110 GENERAL FUND	3,442
2003	110	110 GENERAL FUND	654
2004	110	110 GENERAL FUND	388
2005	110	110 GENERAL FUND	452
2006	110	110 GENERAL FUND	458

Strategic Accomplishments

FY05: Incorporated new City Standards Specs on line.

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Provide oversight inspections for all public infrastructure projects constructed by the private sector.	2004	3900	1950	3900	Inspections
	2005	4000 inspections	1950	3,900	
	2006	see notes			4000 inspections

<i>Quality Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Inspection oversight response time.	2004	2 hours		2 hours	Response time for inspection requests.
	2005	2 hours	2 hours	2 hours	
	2006	2 hours			